

# 495 EXPRESS LANES: THE FIRST YEAR.







***In its first year the 495 Express Lanes delivered on the promise of faster, more reliable trips, new options for carpools and bus riders, and enhanced incident response.***

Santa christened the 495 Express Lanes a year ago with a ride to get to his “office” that was mostly for show, but since then many Northern Virginians have made a faster, more reliable trip on the Capital Beltway a way of life.

The 495 Express Lanes opened a month early on November 17, 2012, with the dynamic tolling system, variable messaging signs and operations center functioning well under real traffic conditions. The opening of the Express Lanes introduced the biggest change to the region’s traffic patterns in more than 30 years and improved the traveling experience for everyone who uses the Capital Beltway.

The 495 Express Lanes project demonstrates the value the public and private sector can produce by working together to ensure innovation and sustainability in the financing, design, delivery and operation of transportation infrastructure. The nearly \$2 billion project is a public-private partnership between the Virginia Department of Transportation, the Federal Highway Administration, Transurban and Fluor.

# Delivering New Options for Carpooling and Bus Service

The Express Lanes delivered new benefits to carpoolers and bus travelers on the Virginia side of the Capital Beltway.

*Omniride's Tysons Express began using the 495 Express Lanes in November 2012 for its route from Woodbridge to Tysons Corner. In February 2013, the operator revised its schedule because the bus was saving an average of 20 minutes on the trip from Woodbridge to Tysons via the Express Lanes.*


*Fairfax County Connector launched its express bus service to Tysons from Burke in January 2013, with additional routes from Lorton and Springfield added in March 2013.*

*High Occupancy Vehicles (HOV 3+) and exempt vehicles make up approximately 9 percent of customers as of the September 2013 quarter.*



## Providing a More Predictable Trip

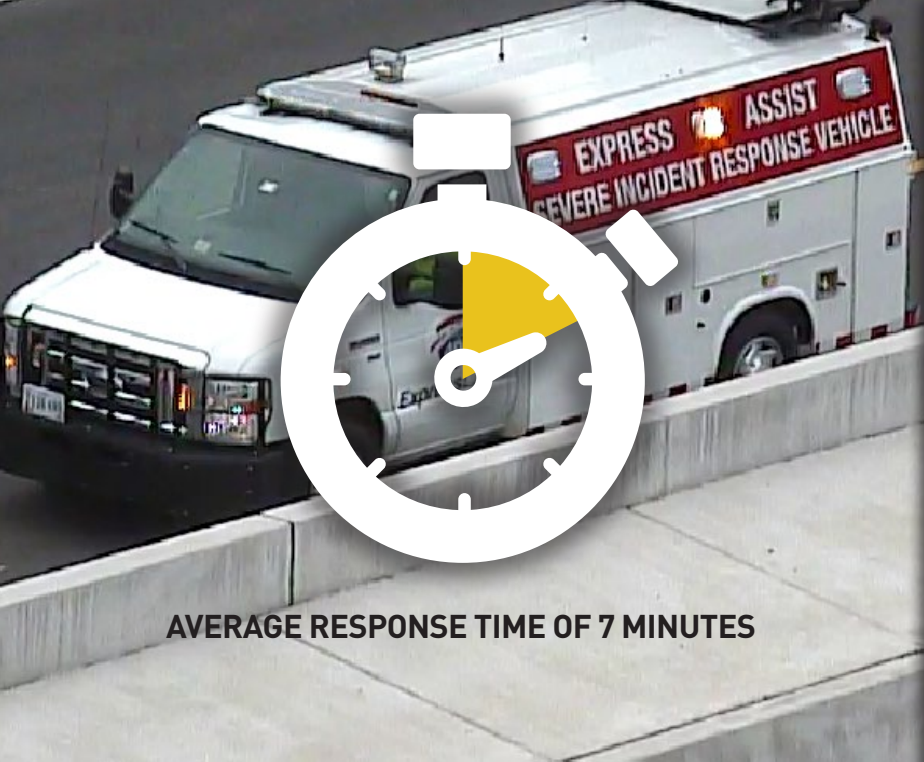
On June 24, the speed limit on the 495 Express Lanes increased from 55 to 65 miles per hour, making travel on the Express Lanes an even faster option for drivers, buses and carpoolers in Northern Virginia.



**60%**  
of Beltway travelers  
report having an E-ZPass®  
or E-ZPass® Flex<sup>SM</sup>







AVERAGE RESPONSE TIME OF 7 MINUTES

## Safety First

The 495 Express Assist crews patrol the Express Lanes to help travelers in case of an incident. They also patrol the Express Lanes for debris to keep the Express Lanes safe and clean for customers. The Express Assist crews have aided more than 400 travelers since opening with an average response time of 7 minutes.

***"I got a flat tire today while driving in the Express Lanes and was fortunate enough to get help from two 495 Express Lanes employees who came to the rescue. With a screaming baby and an estimated 30-minute wait from our roadside assistance I was SO thankful for the added safety of the Express Lanes and to have someone come to our aid to keep us safe and get us back on the road in 15 minutes."***



## Protecting Customers and Workers

During the last year, the 495 Express Lanes maintenance team incorporated an innovative mobile barrier for operations and maintenance that increases safety for both work crews and those driving through the work zone. The mobile barrier is transforming how we maintain the 495 Express Lanes. When we use it, we know we can get the job done and keep our workers and our customers safer in the process.

# FAST FACTS

**Served more than 855,000 customers**

**Seen travelers from all 50 states**

**Toll price has range: \$0.25 to \$9.75**

**Average toll price: \$1.63**

**September 12, 2013, was the busiest day on the Express Lanes with 47,303 trips**

**Three most popular Express Lanes trips since opening:**

*I-66 to I-495N*

*Springfield Interchange to Route 267*

*Springfield Interchange to I-495N*

*All numbers include data from 11/17/12 to 9/30/13 except for the maximum toll. The maximum toll was seen in October 2013.*





# Looking at 495 Express Lanes Customers<sup>1</sup>



**8 IN 10 CUSTOMERS SAY THEY PLAN TO USE THE EXPRESS LANES AGAIN**

**58% of Express Lanes customers are female**



**The majority of Beltway drivers see the benefit of the Express Lanes to the region**

**60%** of Express Lanes customers are **younger than 45**

**Top reasons customers had used the 495 Express Lanes**



**68%** Needed to reach a destination on time<sup>2</sup>



**46%** Congestion on the regular Beltway lanes



**30%** Interest in a reliable trip



**30%** Wanted a less stressful trip

1. Information from an online, quantitative survey conducted among Greater Washington, D.C.-area (Northern Virginia, Washington D.C., Southern Maryland) drivers from September 17th – September 26th, 2013.

2. Respondents asked to select all that apply.

# Looking at 495 Express Lanes Customers<sup>1</sup>



## A few of travelers' favorite things about the Express Lanes

Area drivers and especially Beltway drivers see the benefit of the Lanes offering:

**90%** Fewer slow-downs<sup>2</sup>

**85%** Exits/entrances that circumvent surface-road traffic

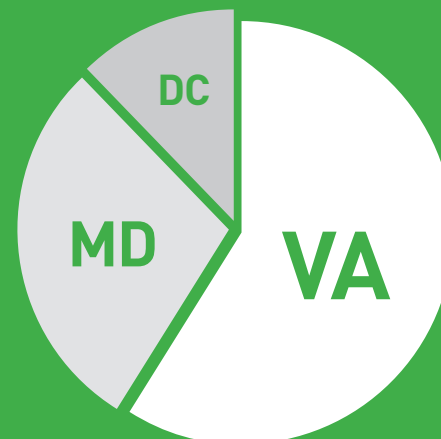
**84%** Predictable travel times

**83%** Dedicated safety crews

## Where D.C. area customers live

### Virginia – 59%

Fairfax County – 24%  
Prince William County – 9%  
Arlington, Loudoun  
Counties – 8%  
City of Alexandria,  
City of Fairfax – 8%  
Other – 10%

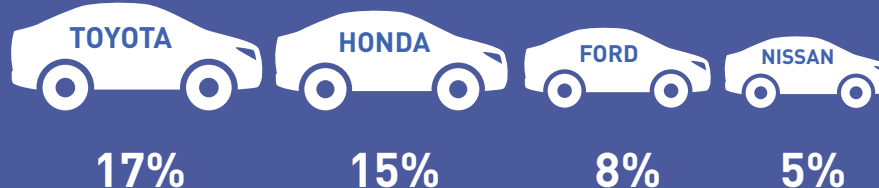


### Maryland – 29%

Montgomery County – 17%  
Prince George's County – 12%

### Washington, D.C. – 12%

## Top vehicles on the 495 Express Lanes include



1. Information from an online, quantitative survey conducted among Greater Washington, D.C.-area (Northern Virginia, Washington D.C., Southern Maryland) drivers from September 17th – September 26th, 2013.

2. Respondents asked to select all that apply.



We have received great feedback from our customers on social media channels and through emails and calls to our customer service center. Some say the Express Lanes save them up to 20 minutes on their commutes, that they are “a game changer” and “the best money I’ve ever spent.” Here are a few more thoughts from Express Lanes customers:

**“It has saved my life. I’m telling you, 20 to 25 minutes off my commute.”**

**“I am so loving the 495 Express Lanes. Got from Springfield to Rockville in only 40 minutes, leaving me almost an hour to sit in Starbucks sipping a latte and playing with my spiffy new laptop.”**

**“I just wish they (Express Lanes) traveled all around the Beltway. I want you to know that they have improved my life and my commute to Tysons to no-end!”**

**“The 495 Express Lanes make 7 a.m. a better time of day.”**

**“Let me say I love the Express Lanes. If there is an exit where I’m headed, I will always choose the Express Lanes over the main lanes.”**





## LESS TIME IN TRAFFIC. MORE TIME FOR YOU.

LEARN HOW TO SPEND LESS TIME GETTING  
THERE AND MORE TIME BEING THERE



### PAY YOUR TOLL

Recently travel  
without an E-ZPass®?  
[PAY YOUR TOLL NOW »](#)

Get an invoice  
in the mail?  
[PAY NOW »](#)

### GET YOUR E-ZPass

You need an  
E-ZPass® to use  
the 495 Express  
Lanes and get a  
faster trip.



Carpoolers need an E-ZPass® Flex<sup>SM</sup>  
[FIND THE E-ZPASS  
THAT'S RIGHT FOR YOU »](#)

### On the Road Now



Traffic status and real-time  
cameras help keep you up to  
speed.

[SEE WHAT'S HAPPENING »](#)

### Have Questions?



One stop for everything you  
need to know.

[GET ANSWERS »](#)

### Express Lanes Videos



Watch how easy it is to enter  
and exit the Express Lanes.

[WATCH HOW EASY IT IS »](#)

### Quick Links

[Contact Us](#)  
Can't find what you need?  
Let us know...

[Sign Up](#)  
Sign up today to receive info,  
tips and more...

[Customer Testimonials](#)  
See what other drivers  
have to say...

[Newsroom](#)  
Stay up to date on all things  
Express Lanes...

# 495 Express Lanes Customer Care

Ensuring travelers have access to information  
and a good customer service experience is  
important to us.

## Customer Service Center

Travelers have reached out to the 495  
Express Lanes Customer Service Center by  
email, chat or phone. Since launch,  
customers most commonly asked about:

*Missing a toll*  
*Disputing an invoice*  
*Proper E-ZPass use*  
*How best to use the Express Lanes*

## 495ExpressLanes.com

At 495ExpressLanes.com travelers can  
conveniently pay a missed toll or invoice, and  
provide feedback on their experience with the  
Lanes. The website also provides travelers  
a chance to learn about new access points,  
watch videos about using the Express Lanes,  
get up to speed on tolling and signage and  
learn more about E-ZPass or E-ZPass Flex.

**Since opening, 495ExpressLanes.com has  
had more than 365,000 unique visitors and  
more than 2 million page visits.**

## Need Help?



We want your Express Lanes  
travel to be as smooth as possible.

We know you may have questions about your trip or invoice.  
HERE ARE SOME QUICK ANSWERS:

[Traveled without an E-ZPass® and need to pay your toll? »](#)

[Need to pay a toll invoice? »](#)

[Not satisfied with your Express Lanes trip? »](#)

[Have questions about how Express Lanes work? »](#)

[Have another question? Visit our Customer Care page to get answers »](#)

[What Are  
Express Lanes](#)

[Express Lanes  
Customer Care](#)

[495 Express Lanes  
NOW OPEN](#)

[Get Your  
E-ZPass](#)

# 495 Express Lanes in the Community

## Bike to Work Day 2013

More than 14,500 commuters participated in Bike to Work Day on May 17, with cyclists coming from Virginia, Maryland and the District of Columbia. For the fifth year, Transurban and 495 Express Lanes participated as a Bike to Work Day sponsor, hosting one of more than 70 pit stops along the route.

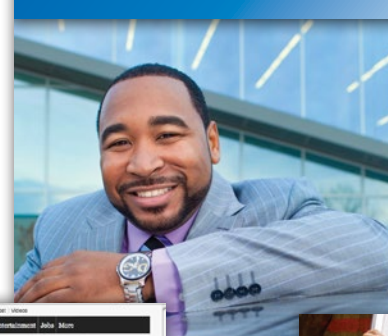
## Spreading the word about the 495 Express Lanes

The 495 Express Lanes team was a part of major community events and festivals such as Viva Vienna, Celebrate Fairfax and Merrifield Fall Fest, which helped to spread the word about the Express Lanes. The team also participated in or provided briefings at more than 20 various employment centers and community events throughout the region.

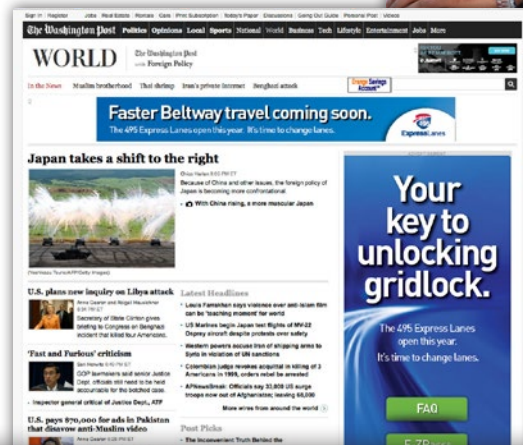
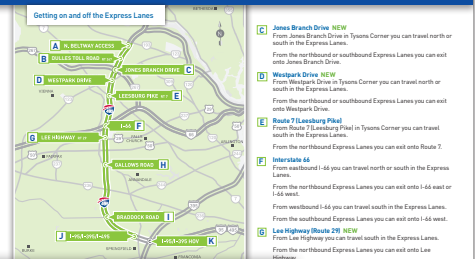
Since opening, the 495 Express Lanes team has run educational campaigns to ensure that the region's travelers know about the new options provided by the Lanes. The campaigns have included radio, online, print and Tysons Corner Center advertising.



Less traffic means more business.



## Know where to turn for faster Beltway travel.



Now there's a simple way to gain more time for what matters. Instead of sitting in Beltway traffic, take the 495 Express Lanes and get where you're going sooner.

- ✓ Experience Beltway travel without gridlock
- ✓ Drive 45 MPH to get where you're going faster
- ✓ Bypass traffic with convenient new interchanges at Westpark Drive, Jones Branch Drive and Lee Highway
- ✓ Enjoy a smoother, more predictable trip on free-flowing lanes
- ✓ Receive assistance from Express Assist, the dedicated safety service crew, for incidents such as flat tires

Get your E-ZPass at participating AAA Mid-Atlantic, Giant or Wegmans locations in Northern Virginia. Or, order online at 495ExpressLanes.com.

Happiness, ahead.

Spend less time getting there and more time being there.







## Keep Tysons Moving

Keep Tysons Moving, an executive business briefing focused on travel options in Tysons Corner, was held for the fifth year, with the Express Lanes a host and one of 38 exhibitors. The event provided Tysons executives with updates from the Express Lanes, the Virginia Department of Transportation, Dulles Corridor Metrorail Project and Fairfax County.

## Meet Flexie

Our new Express Lanes E-ZPass Flex mascot, Flexie, began accompanying the team to events in the summer of 2013. Flexie is a hit with the kids and a great reminder to all travelers that E-ZPass is needed to use the Express Lanes.

## Community Grant Program

The 495 Express Lanes Community Grant Program supports organizations that sustain, enhance or protect the local environment and neighborhoods. Since the Express Lanes opened, 22 grants totaling more than \$75,000 have been awarded to a wide variety of organizations, including the Fairfax County Park Foundation, Greater Tysons Green Civic Association, a local Boy Scout troop and Annandale Christian Community for Action.



Supervisor Penny Gross, Transurban's Christine Manley, and Boy Scout Matthew Sonnen reveal a new sign on Gallows Road in Annandale. Photo courtesy of the Office of Mason District Supervisor Penny Gross.

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# 495 Express Lanes Traffic and Revenue

At the time of the September report, the 495 Express Lanes had been open approximately 10 months, providing new travel options on the Virginia side of the Capital Beltway. Customers continued to choose the 495 Express Lanes when traveling on the Beltway, even during the summer vacation period.

The average dynamic toll charged increased from \$1.71 in the June quarter to \$1.86 for the September quarter. The maximum dynamic toll charged during the quarter was \$8.90 to travel the full length of the Express Lanes, compared to the June quarter maximum of \$7.55.

Toll revenue grew 14.3 percent from a daily average of US\$45,270 for the June quarter to an average of US\$51,736 for the September quarter. Average daily traffic for the September quarter increased 5.6 percent compared to the June quarter.

495 EXPRESS LANES	DEC. 12 QUARTER*	MARCH 13 QUARTER	JUNE 13 QUARTER	SEPT. 13 QUARTER
<b>Total Toll Revenue (\$USD'000)</b>	\$828	\$2,475	\$4,029	\$4,760
<b>Average Daily Trips</b>	18,594	21,008	28,905	30,518
<b>Average Workday Trips</b>	23,308	26,294	34,974	37,574

*Consistent with other express lane facilities, the 495 Express Lanes are still within the expected ramp-up period, with both usage and pricing expected to increase progressively over time. All numbers include data from 11/17/12 to 9/30/13.*

*\*December 12 Quarter was a partial quarter.*